

## Call centre

### Recorded messages

1  Listen and complete the recorded message.

Welcome to Banana online banking. Please  
\_\_\_\_\_<sup>1</sup> one of the following three options.

If you're \_\_\_\_\_<sup>2</sup> in connection with your  
membership \_\_\_\_\_<sup>3</sup> or pass code, please press  
\_\_\_\_\_<sup>4</sup>.

For customers with \_\_\_\_\_<sup>5</sup> banking enquiries,  
please press option two.

For all \_\_\_\_\_<sup>6</sup> online banking enquiries, please  
press three or \_\_\_\_\_<sup>7</sup> to speak to an advisor.

2  Listen to the recorded messages. What options  
should the following people choose?

1 Sarah needs to renew her Safe Car membership.

1  2  3

2 Hamid wants to buy tickets for the Picasso exhibition.

1  2  3  4  5

3 Eddie wants to report the loss of his Onion  
credit card.

1  2  3